



State of California-Health and Human Services Agency  
**Department of Health Services**



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CHDP Provider Information Notice No.: 04-02

TO: ALL CHILD HEALTH AND DISABILITY PREVENTION (CHDP)  
PROGRAM PROVIDERS

SUBJECT: CHDP GATEWAY TRANSACTION PROBLEM REPORTING PROCESS

The purpose of this Information Notice is to advise you to call the POS (Point of Service)/Internet Help Desk at 1-800-541-5555 after January 1, 2004 for any problem that interferes with your ability to complete a successful CHDP Gateway transaction.

### **Background**

As a reminder, January 1, 2004 is the date by which CHDP providers must have incorporated the automated Gateway process into their offices in order to continue providing CHDP services to eligible children. Through the automated Gateway process, providers are able to electronically pre-enroll eligible children into the Medi-Cal program using either the Medi-Cal POS system or the Internet.

There are various situations that can interfere with a provider's ability to complete a successful CHDP Gateway transaction. The following are examples of problems that may be encountered when a Gateway transaction is submitted.

- File Clearance issue—Immediate Need Error

A CHDP provider receives a message while attempting to process a Gateway transaction that states: "An error occurred while processing eligibility for this applicant. Please contact the POS/Internet Help Desk between the hours of 6 a.m. and 12 a.m."

- File Clearance Issue—Mislinks

This occurs when a child's eligibility is linked incorrectly to another child's record in MEDS at the time of the Gateway transaction. This can occur when the child whose information is entered on the electronic application links with a different child with an existing record in MEDS whose name, date of birth, and gender are the same or similar to that of the child for whom the Gateway transaction is being submitted.

In these cases, the CHDP pre-enrollment response returned to the provider will either erroneously indicate that the child has existing Medi-Cal or Healthy Families eligibility, or, in the case of twins, pre-enrollment will be established for both children with the same BIC Number. Unlike the immediate need error, which is discovered at the time of a CHDP visit and only affects CHDP providers, these types of errors may or may not be discovered until after the initial CHDP visit.

- Systems Problems

A CHDP provider performs a successful Gateway transaction, but upon submitting an Eligibility Inquiry, the Eligibility Response contains a message that states: "NO RECORDED ELIGIBILITY FOR (current month and year)".

- Gateway Access Unavailable

This occurs when the POS or Internet electronic system is inoperative or otherwise unavailable.

- Operator Error Problems

This occurs when the CHDP provider enters incorrect pre-enrollment information on the POS or Internet electronic system. Without first reviewing the input data for accuracy, the provider sends a transaction and gets an error message.

Note: When this occurs, **DO NOT** try to correct the error with a second Gateway transaction. This will delay pre-enrollment of the child and make correction of the error more difficult.

### **Policy**

For resolution of all CHDP Gateway transaction problems regardless of the cause, you should immediately report the situation to the POS/Internet Help Desk, at 1-800-541-5555. The Help Desk will enter the problem into a tracking system and ask you for information about the problem. You will be assigned a tracking number and advised, depending on the nature of the problem, how to proceed.

Additional information about the CHDP Gateway pre-enrollment process can be obtained from the CHDP website, [www.dhs.ca.gov/chdp](http://www.dhs.ca.gov/chdp) or from your local CHDP program. If you have not yet used the Gateway process and do not have a Provider Identification Number (PIN), call the POS/Internet Help Desk to initiate a request for access to the Gateway pre-enrollment interface.

Your continuing participation in the CHDP program is greatly appreciated. If you have any other questions, please contact your local CHDP program.

**Original Signed by Maridee A. Gregory, M.D.**

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